



Annual Report Fiscal Year 2001

C O N T E N T S

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The **sole mission** of the
Congressional Research Service is to
serve the U.S. Congress. In FY2001 CRS
continued to implement its **vision of being**
the first resource the Congress consults when it is
in need of **legislative research, analysis,**
or information on the public policy issues
facing the nation.



A Message from the Director

Fast-paced events and developments in technology in FY2001 continued to affect the way Congress operates—and the nature of the public policy issues it debates—from the year 2000 elections to issues in homeland security and combating terrorism. During the past year CRS strived to meet the many challenges posed by the technology “revolution,” especially given the risks terrorism poses to security, by providing expertise on legislative issues and using secure technology to work with the Congress in the most effective and efficient ways possible.

In the aftermath of the September 11 attacks, CRS escalated its emergency preparedness and business continuity planning efforts to ensure that, in the event of any future emergency, the Congress would have ready access to needed CRS staff and information systems such as the CRS Web site and the Legislative Information System (LIS). We are working with the House and Senate to ensure that our emergency preparedness planning is seamlessly coordinated with the legislative branch direction. We will continue to protect and enhance our information systems to support our ultimate goal—a robust technological infrastructure from which to deliver leading-edge research services to the Congress within the time frames and in the forms that are most useful.

With congressional support we have pursued two tracks to enhance service to the Congress. In addition to building technology policy and acquiring the staff and tools to main-

tain a secure twenty-first century technology-based research environment, we continue to build our analytical capacity. Ensuring that we have the expertise to address current and future legislative issues remained a priority for CRS this fiscal year.

In response to the complexity and multifaceted nature of many issues on the legislative agenda, CRS stressed a multidisciplinary, team approach to sharing data and information. We moved away from individual owners of data to groups who own and share their research—from main-frame dominant applications to network-dependent applications, and from primarily paper and microfiche to the Internet and multimedia formats.

Our vision is to be the premier source of accurate, objective information and analysis for the Congress. We are proud of our reputation for supporting each Member and committee with comprehensive, reliable services that are objective, nonpartisan, and confidential.

This report outlines trends and challenges in FY2001 for CRS, support on major legislative issues, technological improvements, and efforts to refine and improve operations. These pages provide some measure of the CRS commitment to support the Congress as it drafts the laws of the land to serve the American people.


Daniel P. Mulhollan



Service to the Congress

In fiscal year 2001, CRS continued implementing its vision of being the premier source of objective information and analysis of the Congress. A dynamic legislative issues planning exercise enabled CRS staff to maintain the breadth and depth of issue coverage required by the Congress and to provide timely and responsive service. This report outlines challenges and trends for the Service as well as indicators of CRS performance and productivity. It describes CRS activities during FY2001 to serve the Congress as well as efforts to enhance and refine operations. Selective major initiatives and special projects are noted, as are work on key policy issues before the Congress, progress on human resources issues,



and improvements in technology and information resources.

CRS in FY2001

In FY2001 CRS continued to implement its vision of being the first resource the Congress consults when it is in need of legislative research, analysis, or information on the public policy issues facing the nation. This vision will guide the Service in the coming years and allow it to fully honor its statutory mission—to provide all Members and committees of the Congress with comprehensive and reliable information, research, and analysis. Throughout all stages of the legislative process, CRS provides

research and information services that are timely, objective, nonpartisan, and confidential, thereby contributing to an informed national legislature.

New Challenges

While structuring all aspects of its work for the Congress around this enduring mission, CRS also faces other challenges at the start of the twenty-first century. The most critical challenge for the Service is the need to replace retiring staff to provide continuity of quality legislative support to the Congress. CRS must also continue to harness the latest developments in technology, especially Web-related applications, meet the changing information and research needs and

CRS continued implementing its vision of being the premier source of objective information and analysis of the Congress.

practices of the Congress; enhance its analytical capacity in increasingly complex and challenging areas of national interest and concern; and continue to improve the security and collaborative capabilities of CRS computer networks and databases.

Indicators of CRS Performance and Productivity

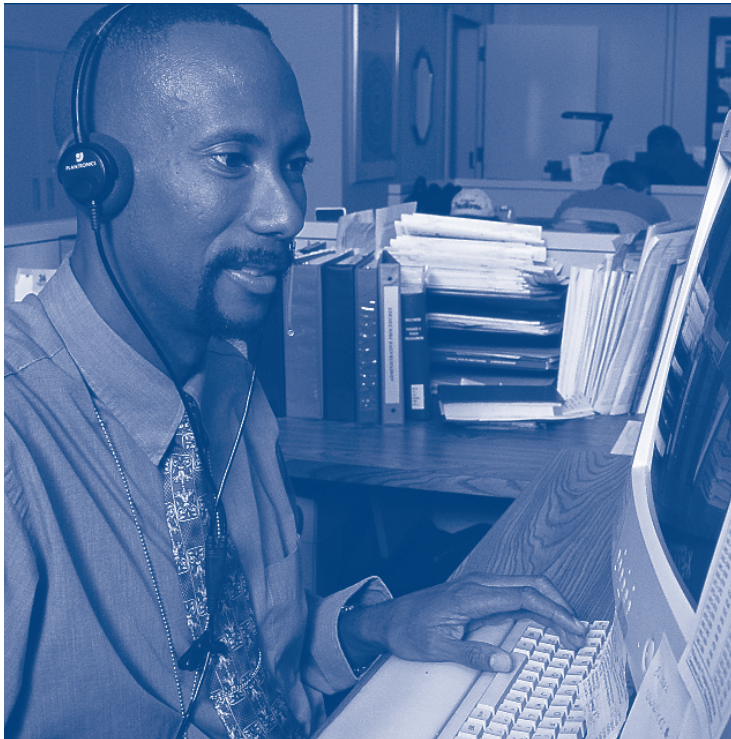
CRS provided analysis, information, and services to the Congress in FY2001 on nearly 712,000 occasions (see table). These included responses to nearly 91,000 requests for analysis, information, and research, resulting in approximately 2,200 custom, confidential memoranda; 41,000 responses by telephone; and 2,600 in-person briefings and

CRS Products and Services for Congress, FY2001

Products and Services	Total
Total Completed Requests and Services Provided	711,612
Analysis, information, and research requests ¹	90,950
Cited material and CRS product requests	23,186
Research center direct requests and self-service	48,711
Seminar, institute, and training participants	8,560
Client use of CRS electronic services ²	540,205
Custom Products and Services	
Custom writings prepared	2,181
In-person briefings and consultations completed (number of participations by CRS staff)	2,625
Responses primarily by telephone	41,439
Selected materials, database searches, and translations	44,608
Products and Services for Congressional Distribution	
Products prepared	858
Titles available (year end)	3,929
Copies distributed ³	946,125
Seminars, institutes, training (number of events)	322
Congressional Offices Served by CRS (percentage of total)	
Members	100%
Committees	100%

1. Analysis, research, and information requests are created for specific clients upon request. Data include some requests that are not identified in "Custom Products and Services."
2. Clients anonymously access topical reports, memoranda, and tables through the CRS home page. Fax on Demand services are included in this figure.
3. Includes electronic and paper copy distribution. The figure includes 117,194 copies of CRS reports and issue briefs within the 38,036 info packs distributed.

Source: CRS Inquiry Status and Information System (ISIS) and other CRS data.



consultations. There were more than 23,000 requests for copies of specific CRS or other material; nearly 49,000 visits to CRS research centers; and about 8,600 participants in CRS seminars and training events.

Throughout all stages of the legislative process, CRS provides research and information services that are timely, objective, nonpartisan, and confidential, thereby contributing to an informed national legislature.

FY2001 also saw more than 540,000 uses of CRS electronic (Web site) services. This figure reflects a nearly 33 percent increase from the same number of electronic and telephone automated services in FY2000 (about 407,000) and a 73 percent increase from FY1999 (approximately 312,000). This trend reflects the increased emphasis CRS has placed on meeting the growing congressional demand for online services. The CRS Web site offers availability of CRS issue briefs and CRS reports to Congress 24 hours a day. ■

Legislative Support

Throughout the fiscal year, as Congress debated a range of issues in an increasingly complex public policy arena, CRS provided objective, non-partisan, and timely research and analysis to meet congressional needs. Selected major issues before Congress during FY2001 and the work done by CRS in support of those legislative activities are outlined below.

CRS analysts, attorneys, and information specialists supported the legislative activities of Congress in an integrated manner and in a variety of ways—explaining policy problems; identifying and assessing policy alternatives and their implications;



analyzing, appraising, and evaluating legislative proposals; conducting legal analyses of pending legislation and administrative actions; and delivering expert testimony before congressional committees. CRS

staff wrote confidential memoranda and provided personal consultations; assisted with research strategies; identified and evaluated research findings, data, and information sources; supported hearings and investigations; and prepared products. CRS experts briefed Members and committees on legislative issues to provide insight on

both policy options and procedural strategies.

Chronology of Legislative Assistance: End of the 106th Congress

As FY2001 began, the 106th Congress was completing work on three unfinished appropriations bills, the H1-B visa bill, and the defense authorization bill. Following the 2000 elections, the Congress began deliberations on a number of questions related to the election results.

Appropriations

Throughout the fiscal year, CRS provided Congress with timely information on appropriations legislation, spending decisions, and major policy issues in appropriations bills. It did this through reports on each of the 13 appropriations bills, on supplemental appropriations bills, and on continuing resolutions. CRS provided additional information electronically through the Appropriations/Budget page that is part of the CRS Web site. The CRS appropriations team maintained this site throughout the year and updated its status table as well as the series of 13 reports on respective appropriations bills as action occurred. CRS maintained other reports analyzing specific issues in appropriations bills and specific types of spending, such as federal research and development funds and the V-22 Osprey aircraft.

2000 Elections

In addition to their legislative activities, Members were also preparing for the 2000 elections. The results of the November 2000 senatorial elections and control of the Senate in the 107th Congress were initially in doubt. CRS analysts and specialists responded to requests concerning a “closely-divided” Senate, which explored past precedents for guidance on setting the legislative agenda, apportioning seats on Senate committees, and allocating staffing

resources. When it became clear that the parties would have equal strength in the Senate, CRS staff prepared reports dealing with the historical precedents for such circumstances in the Senate and later issued a report on the Senate’s landmark power-sharing agreement. CRS provided support and analysis when the leadership of the Senate shifted in June 2001.

Up to the time of the Supreme Court’s decision in *Bush v. Gore*, CRS attorneys and analysts provided a range of analytical support to the Congress as it prepared for a potential role in deciding who would be the next President.

The unprecedented circumstances surrounding the 2000 presidential election drew congressional attention to such questions as the reliability of different voting technologies used in the states for the conduct of federal elections, voting problems and irregularities, alleged violation of voter rights, treatment of military and overseas votes, the electoral college, and early media projections of election results. Up to the time of the Supreme Court’s decision in *Bush v. Gore*, CRS attorneys and analysts provided a range of analytical support to the Congress as it prepared for a potential role in deciding who would be the next President. When the election process concluded, Congress responded with a range of proposed legislation, including proposals to study state pro-

cedures in administering federal elections, establish a stronger federal role in election administration, and amend the Constitution to reform the electoral college. During the post-election period the CRS integrated response included studies and legal analyses of state and federal election practices, as well as electoral college procedures and scenarios. Written products included assessments of alternative voting systems and equipment, side-by-side comparisons of reform and study bills, evaluation of proposed electoral college reforms, and analyses of the effects of early network projections and related proposals for a federal election day holiday. In addition, analysts and attorneys conducted briefings for committees, assisted committee staff in hearings planning, and assisted Member and committee staff in developing reform legislation proposals.

Beginning of the 107th Congress

Transition to a New Administration

Early in 2001 the 107th Congress faced not only its own priorities, but also initiatives emanating from a new Administration. Post-election work continued in the first quarter of 2001. CRS conducted a Public Policy Institute for congressional staff, examining all aspects of the election reform debate, while a Federal Law Update session, part of an annual CRS program on recent legal developments, reviewed the controversial Supreme Court case, *Bush v. Gore*.

With the change of Administration in January 2001 Congress was presented with hundreds of nominations for Bush Administration appointees requiring Senate approval. Analysts aided committee staff in developing questions for confirmation hearings and gave numerous briefings on proposed appointments and the appointments process.

Congressional Oversight

The inauguration of a new President shifted the focus of congressional oversight. The Congressional Review Act (CRA), unused since it was enacted in 1996, was resurrected to successfully repeal the previous Administration's ergonomics rule. It was also used to challenge the President's revival of the Mexico City policy, forcing the President to renew it through executive order. The Mexico City policy requires all nongovernmental organizations (NGOs) that receive population assistance grants from the United States to agree that they will not perform or actively promote abortion as a method of family planning in other countries. CRS legal analysts briefed Members and staff on the procedural and substantive intricacies of this legislation.

President Bush's imposition of a 60-day moratorium on so-called "midnight rules" of the previous Administration, and subsequent extension of those suspensions, raised serious and complex oversight and administrative law issues addressed by CRS through memoranda, personal briefings, and sessions of the Federal Law Update program.

CRS also provided advice with regard to the Vacancies Reform Act of 1998, which extends the limitation period for temporary designees to advice and consent positions during a transition period to 300 days. CRS provided in-person briefings to Members and staff on new options available to the President to make temporary high-level appointments for an extended period that are not subject to Senate scrutiny.

Public Lands

Congressional interest in public lands intensified, in part due to proposed regulations issued by the Clinton Administration and proposals from the Bush Administration concerning their use and development. Specific concerns

included national forest management, oil and gas development proposals for the Arctic National Wildlife Refuge, increased oil and gas exploration in the Great Lakes, water use conflicts in the Klamath River Basin, and various issues related to designation of national monuments, endangered species, and grazing rights. CRS conducted Member and staff briefings and prepared and maintained analyses in all these areas.

“This is the Congressional Research Service on which we have all come to rely for expert non-partisan analysis.”

Senator Joseph R. Biden, Jr.

Andean Regional Initiative

Early in the year the Bush Administration proposed \$882 million in economic and counter-narcotic assistance for Colombia and six regional neighbors in the “Andean Regional Initiative” (ARI). With final congressional action pending in late FY2001, both chambers acted to cut the President’s request and to impose other conditions and reporting requirements. CRS responded to many requests, assisted with hearings, and organized two seminars on Colombia in support of congressional action.

Southeastern Europe

Congress dealt with emerging issues in southeastern Europe during the fiscal year, particularly the emergence of democracy in Serbia and the danger of a major ethnic conflict within Macedonia. Members also grappled with ongoing

concerns, including U.S. military deployments to Kosovo and Bosnia, and aid for regional reconstruction. CRS assessed both Serbian compliance with congressionally imposed conditions for aid and military burden-sharing with U.S. allies in the region. Briefings and overview materials were also regularly prepared for congressional delegations to the region.

Tax Policy

Proposals by President Bush stimulated debate over tax policy as Congress moved to refashion and modify the chief executive’s plan, which was unveiled early in the 107th Congress. Major components of the bill included a reduction in individual tax rates, including a retroactive payment to most taxpayers, an increase in the per-child tax credit, reductions for married couples, a phase-out of federal estate and gift taxes, benefits for education, changes to IRAs and pensions, and a temporary reduction in the individual alternative minimum tax. CRS prepared and updated written products, including reports on rate cuts; the marriage penalty and other tax revisions under consideration, which initiated a tax cut “trigger” to ensure affordability; and analyses of the macroeconomic impact of various tax cut alternatives. CRS also maintained its electronic briefing book on taxation on its Web site. In addition, CRS consulted with and conducted briefings for Members and staff and provided comprehensive data on the public debate over the tax bill and associated issues, including capital gains tax reductions, international tax havens, and the extension of specific corporate tax incentives.

Welfare Reform

With the expiration of major welfare reform legislation pending in 2002, Congress prepared for reauthorization with over-



sight hearings and seminars. CRS provided extensive background materials and analyses, including an electronic briefing book on welfare reform on the CRS Web site. Additional support included numerous briefings for Members and relevant committee staff. Early in 2001 the new Administration proposed, as a key element of its own reform agenda, the “faith-based initiative.” CRS provided information and analyses as the House debated and ultimately passed a version of this initiative. CRS staff also supported consideration of legislation reauthorizing several expiring grant programs related to child welfare and child abuse, conducted briefings and provided background materials, and assisted staff in preparing for committee markups.

Throughout the fiscal year, CRS provided Congress with timely information on appropriations legislation, spending decisions, and major policy issues in appropriations bills.

Budget Issues

As federal budget issues continued to dominate the legislative agenda for much of the year, CRS provided support for consideration of the fiscal 2002 congressional budget resolution, revenue reconciliation legislation, and annual appropriations bills. Issues included extending budget enforcement and budget process reform proposals. CRS offered a range of reports and briefings and a Public Policy Institute analyzing the economic assumptions used in forecasting the 2002 budget. CRS produced a budget chronology on its Web site, which allowed quick and timely reference for Members and staff. The appropriations and budget section of the CRS Web site continued to generate extensive congressional interest and use.

Food and Agriculture

Conditions in the farm economy, the prospects of a major rewrite of U.S. farm policy, and potential trade legislation prompted requests in the 107th Congress for specialized seminars and briefings by CRS on food and agriculture issues. Responses included a one-day program for House and Senate committee staff and Member office legislative aides, which included experts on farm policy from govern-

ment, industry, and academia. These outside experts also joined CRS experts to conduct a series of specialized briefings or tutorials for House and Senate committees throughout the year, covering commodity programs, rural development, research, food programs, trade, and conservation. The CRS electronic briefing book on agriculture policy and the Farm Bill on its Web site afforded Congress ready access to coverage on all major food and agriculture issues. This was complemented by reports and issue briefs on specific programs and issues, a CRS glossary of agriculture terms, laws, and programs developed for use on committee and Member home pages, and a report identifying agriculture Web sites. CRS regularly advised congressional staff and Members on legislative options and provided confidential written analyses on a wide array of food and farm topics, including the constitutionality of dairy compacts, the farm economy situation and outlook, commodity programs and operations, trade agreements affecting agriculture, plant and animal diseases, biotechnology, and agricultural production and food consumption.

Defense

Congress continued to debate the issue of how to develop a new military force for the future, while simultaneously maintaining effective and ready forces to meet ongoing military challenges. Following the end of the cold war, the U.S. military establishment underwent downsizing and launched a variety of efforts to incorporate technology from the emerging high-technology revolution in military affairs. Congress pressed for a more coordinated effort by mandating studies, including the Quadrennial Defense Reviews, leading to identifiable defense transformation programs developed in FY2001. CRS supported this process through a series of meetings and seminars with Members and staff to help iden-

tify future threats and potential technical solutions. In particular, a series of reports and issue briefs monitored transformation efforts in each of the armed services.

Mid-Session (April–July 2001)

As the third quarter began, campaign finance reform, education, and a patients' bill of rights were issues of note, and debate on tax policy continued.

Campaign Finance Reform

Campaign finance reform, especially the issue of whether and how to control soft money, commanded the attention of both the Senate and the House from the earliest days of the 107th Congress. While House debate was cut short in July 2001 by defeat of the rule, the Senate broke a stalemate of many years when it passed the McCain-Feingold bill in April. CRS conducted frequent staff and Member briefings, prepared a wide range of confidential and general distribution products, and assisted in evaluating draft amendments and alternative proposals. Of particular importance was the electronic briefing book on campaign finance reform maintained on the CRS Web site, which provided nearly real-time analysis of proposed Senate floor amendments and changes in the Senate bill as it evolved. On the House side, CRS assisted Members and staff in preparing for hearings, mark-up, and the committee report and also prepared summaries and comparisons of the Senate-passed bill, the two leading House bills, and current law.

Education

Debate continued on the federal role in elementary and secondary education, including proposals to increase state and local school district authority over the use of federal funds linked to student assessments, school accountability based

on annual progress in student outcomes, teacher quality and quantity, and improved effectiveness in aid programs for at-risk students. Elementary and Secondary Education Act (ESEA) bills passed the House and Senate in May and June 2001, respectively, and were in conference as the fiscal year closed. CRS assisted authorizing committee and conference committee staff by assessing options and analyzing the implications of proposed alternatives. Products included hundreds of micro-computer simulations evaluating alternative funding allocation formulas for more than 10 different programs. Using the assembled data, analysts also produced estimates of potential unintended impacts in different versions of the bill, thereby enhancing congressional consideration of new alternatives and options.

Health Care

Congressional activity reflected nationwide concern over managed care and other health insurance issues. Legislation proposed in the House and Senate, which awaited conference committee action as the fiscal year ended, offered various approaches designed to improve access to health care providers, health plan information disclosure, grievance and appeal procedures, and reform of health care lawsuit practices for employment-based plans. CRS offered a Public Policy Institute early in the year and a Federal Law Update presentation on associated issues. Numerous staff and Member briefings were conducted. Publications included an overview package and products on current federal malpractice and preemption law, comparison of legislative options, as well as analysis of such controversial areas as lawsuit reform and employer liability. Additionally, the CRS Web site information on health policy and medicine was expanded to include links to a broad range of information sources on managed care.

Rising federal Medicare outlays and the increasing cost of prescription drugs to seniors constituted a major component of the congressional health care agenda. As FY2001 drew to a close, Congress focused legislative efforts on administrative and regulatory reform. CRS worked with the Congress to explore innovative reform options, such as prescription drug benefits under Medicare, a competitively negotiated managed care benefit, and a Medicare regulatory reform bill. Briefings and publications focused on analyses of policy options, including actuarial estimates of associated costs, while CRS staff testified before relevant Senate and House committees. CRS updated Medicare background material and created a new overview package on Medicare coverage of prescription drugs. In addition, a new page was added to the CRS Web site providing links to explanations of federal prescription programs and both industry and association positions on prescription drug issues.

Tax Legislation

After ongoing debate on tax legislation, which continued through May, the House and Senate agreed on compromise legislation, the Economic Growth and Tax Relief Reconciliation Act of 2001 (signed into law in early June as P.L. 107-16). P.L. 107-16 provided for a tax rebate in 2001, phased-in reductions in individual tax rates, an increased child credit, tax relief for married couples, a revision that largely phased out the estate tax, an increase in the alternative minimum tax exclusion, revisions of IRAs and pensions, several tax benefits for education, an increase in the dependent care credit, and an adoption credit. CRS continued to provide and update written products on the various provisions in the bill (rate cuts, marriage penalty, estate and gift tax, child credit, alternative minimum tax, IRAs, and pensions) and on economic issues under consideration

(economic recovery and tax cut triggers). CRS also maintained an electronic briefing book on taxes and provided numerous consultations and briefings during the process.

CRS worked with the Congress to explore innovative reform options, such as prescription drug benefits under Medicare, a competitively negotiated managed care benefit, and a Medicare regulatory reform bill.

U.S.–China Relations

Sino-American diplomatic relations were contentious throughout much of the year. In April a collision between Chinese and U.S. military aircraft over the South China Sea led to a period of tension between the U.S. and China and stirred the interest of Congress. In addition to numerous Member and staff briefings on all aspects of the crisis, CRS analyzed the crisis and pending legislation to prohibit compensation to China as a result of the collision. Also in April the U.S. announced plans to sell defensive weapons and services to Taiwan. CRS prepared reports and briefings giving detailed information on the weapons involved, policy implications of the sales, and the military balance between China and Taiwan. CRS staff provided close support with background and policy implications as Members and committees considered P.L. 107-10, legislation authorizing the President to endorse observer status for Taiwan at the World

Health Organization. CRS addressed the potential effects of alternative proposals for the pending Tibetan Policy Act of 2001. As the subcommittee prepared for hearings on renewing normal trade relations with China, CRS foreign affairs and trade analysts developed a range of briefings, analyses, and options papers for subcommittee staff.

Sudan

Armed conflict, slavery, other human rights abuses, and famine in Sudan were a source of concern to Congress throughout the year. In June the House voted to support the Sudan Peace Act, which condemned human rights violations and created various incentives for a restoration of peace. In July the Senate passed a similar bill. CRS assisted in drafting a number of resolutions and bills, conducted Member and staff briefings, prepared a range of reports and confidential memoranda, and accompanied and supported congressional delegations to the region.

Trade Policy

Trade policy highlights for FY2001 included a variety of proposals to liberalize international trading arrangements, revise U.S. export policy, and reauthorize import preference programs. Specifically, these questions embraced reauthorization and revision of the Export Administration Act, the Export-Import Bank, Andean Trade Preferences, and the Generalized System of Preferences. Congress also considered proposals to renew the President's "fast-track" authority to negotiate international trade agreements, as well as trade-liberalization agreements concluded by the executive branch and subject to congressional approval. CRS developed analyses of various fast-track proposals, including assessments of advantages and disadvantages of each. Other activities included frequent consultations and briefings with

Members and staff of relevant committees as well as preparation and maintenance of a full range of related products that were made available on the CRS Web site in an electronic briefing book on trade.

Senate Power-Sharing

The CRS report on the Senate's power-sharing agreement was revised several times during the First Session of Congress as circumstances required and was the subject of a major revision when Democrats gained control of the chamber in June. CRS also prepared reports on questions related to the need for special processes in the Senate (and in bicameral relations between the chambers) pursuant to the power-sharing agreement and addressed issues of changes in Member party affiliations and party control of the chamber.

HIV/AIDS

By the end of 2000 more than 36 million people were living with HIV or AIDS worldwide, and the number of infections was increasing in India, China, the former Soviet Union, and elsewhere. In July, as part of P.L. 107-20, the Supplemental Appropriations Act, Congress approved a \$100 million contribution to a new multilateral Global AIDS and Health Fund, with additional contributions included in the House and Senate versions of the Foreign Operations Appropriations Bill. CRS responded to a high volume of information and background requests by preparing confidential memoranda, conducting Member and staff briefings, assisting in developing hearing agendas, and maintaining analytical and background products.

Social Security

According to the latest estimates, payroll taxes will fall below expenditures in 2016; by 2038 trust funds will be depleted.

These projected long-range funding problems have been of concern to the last three Congresses. There has been relatively less activity in the 107th Congress, pending the report of a presidential commission on Social Security reform. In anticipation of the commission report, CRS assisted Congress in evaluating different proposals for reform, including individual retirement accounts within the Social Security system, by developing computer models that provide projections of the changes and interactions that particular reforms would have on future benefit levels. CRS analyzed the effects on benefits of various reform options as well as the economic implications of reform options. CRS also provided assistance with requests on the widespread use of social security numbers and sponsored a Public Policy Institute examining social security privacy issues.

“I rise today to commend . . . the Congressional Research Service. On almost a daily basis, my staff and I rely on the expertise and wealth of knowledge that that staff provides.”

Representative Joseph R. Pitts

Bankruptcy Reform

Bankruptcy reform legislation entered its fifth year of consideration by Congress during FY2001. After legislation was pocket vetoed in the 106th Congress, both Houses introduced and passed similar bills designed both to address an historically high volume of consumer bankruptcy filings

The Service examined such issues as the potential environmental and economic impacts of the Administration's energy policy proposal, proposals to open the Arctic National Wildlife Refuge to oil and gas development, and proposals to provide tax incentives for energy production and conservation.

and to increase creditor recovery by channeling more debtors into Chapter 13. Both bills were pending as the fiscal year drew to a close. CRS prepared in-depth analyses as the House and Senate bills evolved during the legislative process, including an array of general distribution reports, and gave frequent briefings and presentations for Members and staff. CRS also prepared reports that examined historic trends in consumer bankruptcy and explored the macroeconomic aspects of this phenomenon.

Energy Policy

Electricity shortages in California and rising energy prices elsewhere were major energy policy issues for Congress. CRS conducted numerous staff briefings on the structure of the California energy industry, factors affecting current supply and demand for oil and gas, and rising gasoline prices. Products included a continuously updated electronic briefing



book on the CRS Web site on electric utility restructuring. Early in the year President Bush formed a National Energy Policy Development Group that issued a range of recommendations in May. By August the House had passed an omnibus energy bill incorporating some elements of the President's plan. CRS prepared a wide range of analyses to assist Congress in evaluating the Administration program; the Service examined such issues as its potential environmental and economic impacts, proposals to open the Arctic National Wildlife Refuge to oil and gas development, and proposals to provide tax incentives for energy production and conservation.

Terrorism, Including September 11 and Its Aftermath

Both Congress and the President had identified terrorism as a principal threat to national security and international stability well before the September 11, 2001, attacks on the World Trade Center and the Pentagon. Following the October 2000 assault on the U.S.S. Cole in Yemen and the release of the recommendations of four national study commissions, Congress addressed federal anti-terrorism policy, organization, and funding, and sought to develop reform legislation. CRS supported this effort with a range of products and services. After the September attacks an electronic briefing book on terrorism and homeland security was launched, with a daily chronology of events on the CRS Web site. CRS testified before Congress on proposals for reforming U.S. anti-terrorism efforts. A congressional seminar was organized to compare and analyze commission findings with high-level representatives from each of the study panels.

The September terrorist attacks reordered congressional priorities, with profound effects on many federal programs and policies. Reacting quickly to the September 11 terrorist attacks on the World Trade Center and the Pentagon, CRS developed specific sections within each of the 13 CRS appropriations reports to highlight anti-terrorism spending in each bill. CRS also launched a special appropriations report to monitor the \$40 billion anti-terrorism supplemental funds. To assist Congress CRS instituted a Service-wide, coordinated response that drew upon experts in all relevant fields to provide an interdisciplinary perspective. Two seminars were held on legal and public health issues concerning homeland security, while others were planned. CRS conducted a series of briefings for Members and congressional staff and prepared a broad range of new reports,

including assessments of Federal Emergency Management Agency (FEMA) programs, and general information on the federal role in emergency management.

Congressional concern over immigration issues such as border security, extension of temporary foreign worker visas, Immigration and Naturalization Service reorganization, and legalization of unauthorized aliens broadened and intensified

Use of CRS electronic briefing books

February to September, 2001

Number of page views

15,000

12,000

9,000

6,000

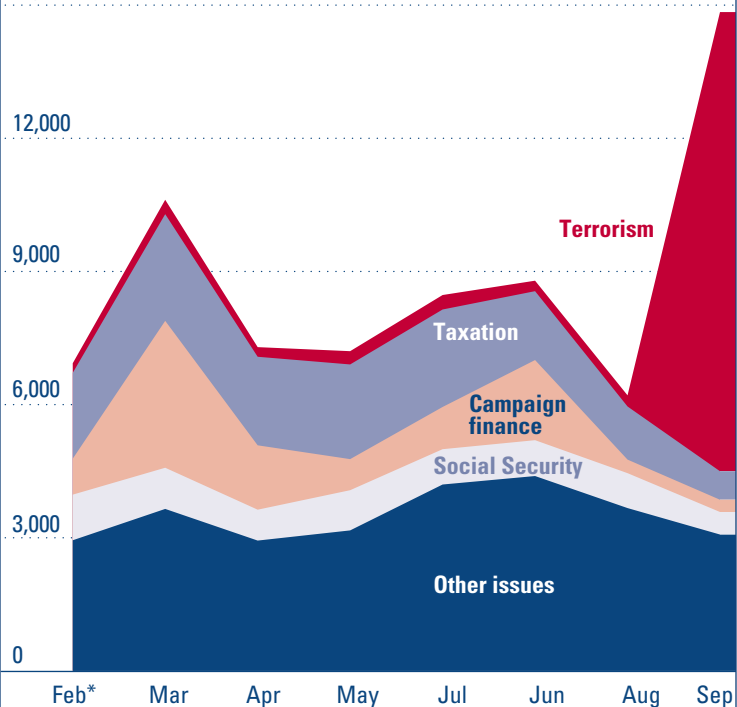
3,000

0

Feb* Mar Apr May Jul Jun Aug Sep

* After January 2002 CRS Web site enhancement.

Source: CRS Services and Products for the Congress, February to September, 2001.



following the terrorist attacks of September 11 to include monitoring of foreign nationals and the exclusion and detention of potential terrorists. CRS provided expert briefings and written products on related legislation introduced in the 107th Congress, including analytical assessments of U.S.–Mexico migration policy options and noncitizen eligibility for, and use of, federal assistance programs.

As Congress addressed federal anti-terrorism policy, organization, and funding, and sought to develop reform legislation, CRS supported it with a range of products and services, including an electronic briefing book on terrorism and homeland security with a daily chronology of events.

The Bush Administration's proposals for significantly increased missile defense spending and possible termination of the 1972 Anti-Ballistic Missile Treaty generated considerable interest and debate in Congress. The House generally supported the President's budget request, while the Senate sought lower funding and greater restrictions for the program. The terrorist attacks of September 11 spurred both chambers to approve the Bush Administration request. CRS integrated earlier works into an updated and comprehensive report. Analysts offered a seminar on missile defense early in



the year, prepared numerous briefings for Members and staff, and responded with written products to a large number of individual inquiries.

As the fiscal year drew to a close, attention was refocused on proposals for both economic stimulus and relief for persons, businesses, and jurisdictions affected by the September 11 terrorists attack in New York and northern Virginia. The Service contributed briefings and analyses of the stimulative effects of alternative tax cut proposals, examination of options to compensate victims and underwrite losses suffered by businesses, and assistance with consideration of emergency spending authority enacted in the wake of the terrorist attacks. ■

Technology and Information Resources

As the Congress continues to rely more on online and other Web-based systems, CRS has sought to improve those technological capabilities that are critical to providing the Congress with the information it needs.

During FY2001 CRS continued to streamline its electronic products; worked with the Library to make improvements to its Legislative Information System; upgraded the CRS network through conversion to Ethernet; enhanced the security of its databases and other computer systems; and undertook other technology initiatives that improved its ability to provide the Congress with timely, accurate, and non-partisan information.



Enhancements in Online Services

A redesigned CRS Web site was made available to congressional and CRS staff on January 30, 2001, at a new site address. The CRS Director had previously

created the CRS Web Task Force and charged it with implementing a comprehensive re-design of the CRS Web site by the start of the 107th Congress. The new design was to be based on client-centered, human factors and ergonomic principles outlined in the CRS Web Site Strategic Plan (April 2000). Working with Human Factors

International (HFI), a contractor selected for its expertise in Web design based on usability principles, the Web Task Force and HFI conducted interviews and



A redesigned CRS Web site was made available to congressional and CRS staff. Access to CRS analysis and experts has been enhanced through the introduction of two new features, “Place Request” and “Contact Expert.”

completed usability testing with over 50 congressional clients, designed pages that emphasized the content that those clients and CRS staff identified as the most important, and repeatedly tested and refined the usability of those designs before finalizing the new look and navigation structure. By January 2001, with the help of staff throughout CRS and the support of the Information Technology Services Division of the Library of Congress, more than 400 pages had been coded, edited, or updated. New features were

introduced and pre-existing pages were standardized according to the new design.

The new site contains a home page design providing topical access to selected CRS products and services in a more targeted, active issue-focused manner than was the case with the former Web site. It allows users to place requests for information and analysis via the Web in a secure manner; meets accessibility standards for users with disabilities; provides a completely new look and feel for all Web pages, including new headers and footers incorporating the new CRS logo, and an announcement banner providing information on new services and products. The site allows users to search the CRS catalog of products directly from the home page; offers a completely new navigational structure (all content in the new CRS site is accessible by clicking one of seven tabs: Home, Place Request, Contact Expert, Services, Products, Events, and Reference Desk); and removes the duplication of pages and information that was present on the old site. Management of the site was enhanced through implementation of a completely new directory structure, standardization of page creation practices and procedures, and the development of a style guide to enhance quality control and standardization. An improved process was established for the deployment of pages from development stage through production to enhance security, standardization, and policy adherence.

One goal of the CRS Web site redesign was to provide users with a single interface to the two separate CRS product databases (a 3,000+ products database that can be searched by keyword and a 700+ products database in which the full text of products can be searched). This was accomplished by implementing a single search box, available on the home page through which users can select the database they wish to search.

Another home page enhancement is a short and focused “Featured Products” section providing links to selected CRS products most likely to be of interest to staff, such as the Terrorism Electronic Briefing Book, the Appropriations and Budget page, and the Bill Summary and Status pages of the Legislative Information Service.

Access to CRS analysis and experts was enhanced through the introduction of two new features, “Place Request” (a series of Web pages allowing congressional users to place requests for analysis in a secure manner via the Web) and “Contact Expert.” The CRS ISIS team, the Legislative Relations Office, and the Technology Office created a mechanism to allow congressional staff and Members to securely place requests via the Web and to seamlessly integrate requests received in this manner into the existing assignment workflow. The Place Request Web forms had been in development for a year prior to the introduction of the new page design. Piloting began in December 2000, a month before the introduction of the new site. Between December 2000 and September 30, 2001, a total of 8,731 requests were placed via this feature. Contact with CRS analysts has been facilitated by providing a searchable telephone directory for CRS staff in the Contact Experts section of the site. And in June 2001 CRS analyst telephone numbers were added to the author entry of every individually authored electronic briefing book document.

New products such as the first online audio and video briefs were introduced in September 2001, allowing users to listen to audio or view video of past CRS seminars using media software on the CRS site. The online audio product, “Combating Terrorism: The Findings of the Major Commissions,” was based on an audio tape product and made available in both RealPlayer and Windows Media

Player formats. A template was developed to allow new online audio and video products to be added quickly to the CRS Web site as they become available.

Electronic Briefing Books

The Service is dedicated both to responding expeditiously to congressional requests and to delivering its products and services in formats that the Congress finds most useful. With congressional interest increasingly turning to electronic resources, CRS continued to develop its newest product, the electronic briefing book (EBB). These products, written exclusively for the Web, bring together integrated CRS research and analysis, legislation, key documents, a list of CRS experts, and other information carefully chosen from a variety of sources to supplement CRS original work. New electronic briefing books were prepared on issues related to agriculture policy and the Farm Bill and welfare reform. A re-designed, expanded EBB on terrorism was made available within days of the September 11 terrorist attacks on the United States. The revised terrorism EBB includes, for example, a chronology of developments since September 11, a list of CRS terrorism experts, the full text of updated CRS terrorism products, and a detailed legislative issues section covering issues such as homeland security, economic repercussions of terrorism, and law enforcement issues. In addition, the EBB on campaign finance reform was updated several times each day in March during Senate floor consideration of campaign finance reform legislation.

Legislative Information System (LIS) Enhancements

The Legislative Information System (LIS) is an online retrieval system that provides the Congress with accurate and timely information on bills and other legislative docu-

ments. During FY2001 the Congress turned increasingly to the LIS, the usage of which increased 15 percent compared to FY2000. The LIS was redesigned to provide easier access and a format that can be constantly expanded to accommodate the wide range of legislative information the Congress needs.

Security and system availability were high priorities for the LIS development team. Safeguards installed to prevent denial of service attacks were successful in ensuring continuous availability of the LIS throughout the year despite several intensive efforts to “hack” the system. In addition, the team made significant progress in establishing a disaster recovery server at a remote location to be used in the event the Library’s computer center cannot operate.

The LIS team worked closely with House and Senate technical staff and with the staff of the Clerk of the House and Secretary of the Senate to ensure the reliable exchange of data and to prepare for the implementation of a new data standard (Extensible Markup Language, referred to as XML), which will provide improved retrieval and display of congressional documents in the future. The team also continued to maintain quality control of system data.

The creation of a new alert service that will provide staff with email notification of new bills introduced as well as major changes in their status was a major focus for the development team.

CRS has sought to improve those technological capabilities that are critical to providing the Congress with the information it needs.

In response to user requests, the team also made a number of enhancements to formats including displaying more bills simultaneously, showing committees in the order of their referral for bills that have multiple referrals, providing better links to markup reports, highlighting House committee documents related to particular bills, and providing better information about the availability of the text of bills.

As a result of the growing importance of wireless technology, the team conducted a pilot test designed to assess the current state of the technology and its potential value to congressional users. The LIS team also conducted extensive usability tests of the new LIS Web site, which was well received by users when it was implemented in February. This new page provides much easier access while at the



same time providing a format that can be constantly expanded to accommodate the growing availability of legislative information of importance to congressional users.

Upgrading of the CRS Network

A key feature of the Service's ongoing technology initiatives is upgrading of the CRS network and other computer systems. Beginning on May 30, 2001, the Service began conversion from a Token Ring network to a Fast Ethernet system. The upgrade was completed in October. It has expanded capabilities for the future that will be critical to the Service's work for the Congress. This more robust system will allow for improved protection of CRS systems against intrusion and compromise, help provide faster, safer, and more automatic backups for applications and data, and make possible more integrated collaborative research and analysis. In addition, CRS centralized and consolidated its servers and converted to Dynamic IP, which manages Internet addresses, to provide faster access to network resources.

CRS also provided staff with faster, higher capacity computers. The Service completed a test of Microsoft Windows 2000 during FY2001 and began to prepare for converting all CRS personal computers from Windows 95 to Windows 2000.

Inquiry Status and Information System (ISIS) Improvements

The Inquiry Status and Information System (ISIS) is used by CRS to manage its workload of congressional requests. It provides immediate access for tracking information on congressional inquiries and provides reliable statistical data for budget, program, and personnel planning in order to keep pace with the changing concerns of the Congress. Numerous enhancements were made to ISIS. ISIS software was revised

to accommodate an 800 by 600 computer screen resolution in conjunction with the release of the new CRS Web site in January 2001. ISIS was added to the desktops of attorneys and researchers in the American Law Division. Delivery of ISIS to the desktops of all CRS researchers was under way at the end of FY2001. In addition, major work began on a number of ISIS components that will resolve technical problems, integrate data, improve systems for reporting management data, and improve screen design and functionality.

Information Security

Information security continued to be a major focus of CRS technological support. The security of CRS systems is crucial due to the nature of the CRS confidential relationship with the Congress and the potentially sensitive nature of the information that CRS transmits or that resides in the Service's electronic systems. Such security is paramount because of the structural intertwining of CRS, Library and congressional systems through the Capitol Hill intranet known as CAPNET.

CRS conducted more than twenty training sessions for staff as part of its computer security program, as required by Library of Congress Regulation (LCR) 1620. Specialized training modules were designed for CRS management and technical support staff. CRS staff were briefed on the latest technology behind computer security threats, and were instructed on how to follow standardized procedures in the event of computer security incidents. In addition, CRS participated in regular inter-agency meetings sponsored by the FBI, the Department of Commerce Critical Infrastructure Coordination Group, and the National Institute of Standards and Technology to review new computer security threats. CRS also briefed Senate Armed Services Committee staff on current events related to cyber-warfare, including Internet

vulnerabilities and hacker methods for Distributed Denial of Service Attack in preparation for future hearings about cyber-warfare and national infrastructure protection. CRS worked with the Library of Congress Security Committee and participated in regular meetings of the Capitol Information Security Technology Exchange to update plans for a coherent response to computer security threats directed specifically at Capitol Hill computer assets.

CRS continues to deploy new and upgraded security systems. Guinevere, an e-mail scanning tool, was deployed to block suspicious and infected e-mails. The Service continues to deploy the latest virus definitions so that all CRS personal computers and its congressional clients are protected.

Information Resources

Staff in the Bill Digest Section, a legislatively mandated component of CRS, carried out several initiatives to improve service to Congress. Of note were efforts that increased the timeliness of their summaries of all legislation, with a focus on bills receiving floor action. These staff were able to reduce the number of bills awaiting summaries by over 80 percent compared to the same period in the previous fiscal year. Contributing to this gain in productivity was software developed by the staff that assists in identifying similar bills and that also supports the tracking of bills at the provision level. Other staff of the section continued to improve the status information available for bills, including links to the text of bills.

Information research support for CRS staff to help them better serve the Congress remains an important activity in CRS. Management reinforced this priority by establishing an Information Resources Advisory Committee of representative analysts and information resource specialists to review and recommend appropriate resources and services for CRS

staff. Management initiated a bench marking study of government and corporate information centers to determine best practices in delivery of information services.

Information resource specialists launched three major initiatives to sustain cost-effective support to the CRS staff.

First, to provide CRS research staff with an integrated location for their research needs, management added a third Information Resource Center to the two created in FY2000. The new center contains centralized collections of congressional and government documents easily accessible for staff use. Activity focused on building the center and consolidating the collections. This center expands the services offered in the two centers opened in FY2000: one supporting research on government and finance, defense, foreign affairs, trade, and social policy; and one supporting research on resources, science, and industry.

Information research support for CRS staff to help them better serve the Congress remains an important activity in CRS.

Second, CRS continued to expand electronic resources by enhancing existing resources through improved access at the desktop. Using a relatively inexpensive software product attached to the CRS Virtual Resource Center, CRS librarians can direct staff to more than 20,000 electronic journals available full-text on the desktop. In addition, librarians evaluated the expansion of existing electronic resources to Web-based products, such as Nexis.com, thereby eliminating the need to maintain separate dedicated software for access. Initiatives such as these have greatly enhanced the ability of

CRS staff to respond quickly and efficiently in their research activities for the Congress.

Third, CRS and the Integrated Library System (ILS) Program Office in the Library of Congress continued implementation of an integrated library system to manage CRS library collections. In FY2001 a production version of the CRS online catalog was developed, and the design for the online Web access for staff was completed. The catalog will be opened for staff use at the end of calendar 2001. All new materials received in CRS are cataloged into the system. A retrospective cataloging project was begun that will process all previously existing collections into the catalog. CRS anticipates that the new CRS-ILS system will eliminate unnecessary duplication of materials, reduce system costs, increase the efficiency of CRS cataloging and circulation, offer CRS staff desktop access to their library collections, and provide better service to CRS analysts and the Congress. ■

Management Initiatives

CRS management initiatives focused on development of the Current Legislative Issues system, a five-year strategic plan; implementation of a new, Library-wide merit selection process; congressional outreach programs; and completion of the relocation that began in FY2000 as a follow up to realignment of the Service.

The Current Legislative Issues (CLI) System

The core of CRS work for the Congress is research support for policymaking across all policy areas. CRS general distribution products for the Congress have proven to be especially effective tools for conveying timely, policy-oriented research support to all Members and

Committees. Since the start of the 107th Congress, in an effort to make its policy-oriented products more readily accessible, CRS has provided electronic access to specially selected products listed by legislative issue.

This practice is formalized in a system named Current Legislative Issues (CLI), which is featured at the center of the CRS home page, launched in FY2001.

The CLI system is organized around issues identified by CRS experts as significant policy challenges they anticipate the Congress will address through legislative enactment or oversight, with requests for congressional support expected. During the First Session of the 107th Congress the system listed



about 130 issue areas grouped in 23 broad categories. Each issue is supported by CRS products most directly addressing prevailing policy questions. About 500 products have been available in this system. The Current Legislative Issues system is maintained by linking to electronic product files that display the most current version of each product; by ongoing review of new products and legislative issues; and by periodic, system-wide reviews in which the entire CRS research staff participates.

CRS Strategic Plan

The Service continued to work on completing a formal five-year strategic plan. Work on the plan was slowed by critical activities required by the launch and subsequent efforts to implement a new hiring system. Yet the Service identified potential activities, processes, and programs to address some of the concerns and suggestions offered by staff and managers during forums used to gather input on the plan. Suggestions included improvements in internal communications, budget and staffing decisions, training, e-mail communications with congressional clients, and desktop resources.

The core of CRS work for the Congress is research support for policymaking across all policy areas.

As part of this effort, CRS implemented modifications to the procedures used by the Director's Office to send e-mails to all staff; began conducting individual meetings with Divisions and Offices, modified quarterly consultative management forums to encourage staff participation, and began work on an all-staff communications survey. CRS also rou-

tinized its budget and staffing decisions so that they are made on a quarterly basis and, as a result, managers have immediate feedback about resources available, which enhances their ability to make efficient allocations.

The Service initiated a range of activities to improve the professional development activities available to supervisors and staff. An Office of Workforce Development Web page with information staff and management requested was developed during the year. A Service-wide survey of current training opportunities was conducted. Core curriculum training was developed for new employees that includes training on external communications, budget and appropriations processes, writing and oral presentations.

CRS worked with the House and Senate to ensure the security of e-mail communications with its clients and considered policies on how to manage e-mail communications to ensure quality, balance, and timeliness of these communications. Finally, the Service enhanced the type and accessibility of online materials. This was part of ongoing efforts to assist analysts quickly and efficiently in obtaining the information and data they need.

The Merit Selection Process

Beginning in March of 2001 the Library began formal implementation of a revised Merit Selection Process through Avue Digital Services, an automated system. The Service worked with the Office of Human Resource Services, the Office of the General Counsel, and its managers and staff to ensure that all legal and regulatory requirements were met. The work focused primarily on the review and modification of all of the Service's position descriptions for analyst and other professional positions and attendant documents required for recruitment and hiring of those staff. During the year the Service devoted time and resources to this effort because of

its critical implications for maintaining the Service's analytical capacity to serve the Congress.

Congressional Outreach

The beginning of each new Congress provides an opportunity for CRS to help new Members of Congress and their staff develop an understanding of a broad gamut of public policy issues and become familiar with how to access CRS resources. "Legislative Issues and Procedures: The CRS Seminar for New Members" was sponsored by the U.S. House of Representatives and CRS. It was held January 5–8, 2001, in Williamsburg, Virginia. The three-day seminar featured detailed policy briefings about the major issues of the day, from prescription drug costs and welfare reform to international trade and the budget surplus. The program exposed freshman lawmakers to procedural opportunities and constraints in the Congress. Visits to new Member offices were another way CRS informed Members of Congress and their staff about its services.

CRS also launched a major effort to improve communication with the Congress about its products and services. CRS products were revised and redesigned in a consistent and coordinated format that facilitates quick retrieval of information. New analytical products were ready for the start of the 107th Congress and complemented a revised CRS Web site.

Completion of CRS Relocation

The February 1999 realignment of CRS had consequences beyond changes in organizational structure. Divisions were consolidated; staff within sections were placed together; entrances were redesigned for security and convenience; and copy centers, shared printers, fax machines, and walk-up computers were located strategically. The construction was done in twenty-five phases over a period of a year and a half,



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so that work for the Congress would not be disrupted, and staff in each of the twenty-five areas were temporarily relocated. The final phase, which included the Director's Office, was completed on December 29, 2000. While some work remained (primarily the installation of a number of doors and electrical work in two new conference rooms), the revised deadline of December 31, 2000, was met.

Product Distribution Center

The CRS Product Distribution Center (PDC) began tracking requests for CRS products received via the CRS Web site in March 2001. This was done to enable PDC staff to provide more detailed information in response to requests from congressional clients regarding the status of their orders. As part of the CRS relocation in FY2001 the PDC was moved to another location and while it was being moved, it operated from the main office of the Information Research Division (INF). According to feedback from congressional staff members, the new layout of the PDC is convenient and easy to use for walk-in requests for CRS products. ■



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FY2001 Budget, Resources, and Other Funding

In FY2001 CRS had an authorized staffing level of 722 full-time equivalents (FTEs) and an appropriation available for expenditure of \$73,430,000. Approximately 90 percent of the budget supported personnel salaries and benefits.

During this fiscal year CRS received payments totaling \$470,073 from a \$1,629,000 grant awarded in FY1999 by the Robert Wood Johnson Foundation. This grant provides partial support for an integrated program of projects, workshops,

and seminars to enhance CRS analytic capacity and enrich the CRS resources available to the Congress in health policy issue areas that are, and likely will remain, high on the legislative agenda. In FY2001 CRS also received a \$5,000 grant from the Farm Foundation to provide partial support for CRS workshops and seminars on agriculture and the next farm bill. ■

Human Resources and Staff Development

Throughout FY2001, CRS worked to increase the diversity of its staff, fill key research analyst and technology infrastructure positions, and provide training and staff development opportunities.

Diversity Efforts

Diversity has long been identified as a core strategic value and remains critical to the success of CRS, both as a congressional support organization and as an organization of people. The commitment of CRS to diversity has been especially apparent in the Service's recent efforts to meet the challenge presented by the imminent departure of a large proportion of its staff to retirement. In November 2001 the CRS Director released a report covering 1996–2001 that provides a snapshot of what has been accomplished in diversity during the past few years.

CRS diversity efforts include utilizing national recruitment and hiring programs to attract minority applicants; targeting universities and public policy schools with high minority enrollment to serve as recruitment sources for entry-level professional positions; and working with higher education institutions to build research partnerships, which aid the Service's ability to attract a diverse pool of applicants for professional positions. Other activities include attending regional minority career events; building relationships with organizations serving minorities such as Historically Black Colleges and Universities, the Congressional Black Caucus, and the Hispanic Caucus; and partnering with the Library of Congress to enhance diversity Library-wide through participation in various programs and initiatives.

Even during the 1996–2001 period when CRS lost more than 63 total staff (43 professional staff), CRS has been able to hire minorities in a greater proportion than it has lost. Thus, the proportion of minorities among total staff has increased from 30 percent to 33 percent. The proportion of minorities among professional staff has increased from 14 percent to 16 percent. Also, during the same period, despite overall staff losses, CRS has increased the number of staff in the administrative category from 143 to 168 and increased the proportion of minorities in that category from 33 percent to 44 percent.

CRS remains fully committed to diversifying its workforce. Such effort is an integral part of the Service's succession planning initiative. As the CRS Director indicated in his diversity report, "our diversity efforts are and will always be a 'work in progress.' "

Recruitment and Selection

During the year, as part of its regular hiring process, CRS filled 37 permanent positions using the Library's merit selection process. Of these merit selection hires, 15 (41 percent) were women and 9 (24 percent) were minorities. The Service also hired 18 temporary staff. Of these temporary hires, 11 (62 percent) were women and 12 (67 percent) were members of minority groups.

As part of its succession planning initiative, CRS continued to fill positions under the Law Recruit Program, and the U.S. Office of Personnel Management-administered Presidential Management Intern (PMI) Program. Under the Law Recruit Program, third-year law students are recruited

through a number of job fairs, including those that focus on minorities. Successful candidates for this program are hired in the fall of the year that they complete their law degree. Under this fiscal year's program, two Law Recruits, one an African-American woman, were hired. Under the PMI Program, the U.S. Office of Personnel Management selects qualifying graduate students to be Presidential Management Interns, and CRS interviews those who indicated an interest in the Service. This fiscal year, CRS selected two Presidential Management Interns, one woman and one male Asian.

Under the auspices of the Library's Affirmative Action Detail program, an African-American female served in a one-year detail as an Administrative Officer. This program is designed to encourage the interest of talented staff, especially women, minorities, and persons with disabilities, in administrative or managerial work.

CRS selected three high school seniors for worker-trainee positions under the Library's Work-Study Program. This program is a progressive, career-development program for high school students, combining on-the-job training with classroom instruction and training. The program allows students to earn a salary and receive developmental work experiences related to individual career interests and goals.

CRS brought in two detailees from other federal agencies, one as part of the U.S. Air Force Fellows Program and one as an independent research fellow.

Staff Training and Development

CRS supports and attempts to meet the training and career development needs of its employees in order to improve performance and maintain state-of-the-art technical skills and professional expertise. During FY2001 CRS staff com-

pleted a total of 1,851 training classes, including university courses, in-house training (both CRS and Library-sponsored courses), seminars, and conferences. Research analysts continued to receive training in their areas of expertise in order to remain current in their fields and to ensure the Service's ability to provide the Congress with superior-quality service. Other staff received training in using technology, oral and written communication skills, supervisory and managerial skills, administrative functions, and other work-related topics.

Staff Recognition

It is CRS policy to acknowledge its employees' superior performance in the achievement of organization program goals, and the Service understands that an effective recognition program contributes to maximum staff performance and satisfaction. As a result, for the period October 1, 2000, to September 30, 2001, CRS presented 380 awards to employees in recognition of their exceptional contributions during the year. This consisted of 345 special achievement awards, 29 on-the-spot awards, 2 meritorious service awards, and 4 superior service awards. In addition, 98 employees received outstanding performance ratings for their exemplary work, and 41 received quality-step increases. Twenty-two employees received both outstanding performance ratings and quality-step increases. ■

Types of CRS Support to the Congress: Research Services and Products

Throughout FY2001 CRS supported the Congress with analysis, research, and information, presented in the formats described below.

Congressionally Distributed Products Providing Research and Analysis on Legislative Issues

Reports for Congress

Reports for Congress, analyses or studies on specific issues of congressional legislative interest, are often prepared in response to numerous congressional inquiries. Reports may take many forms: policy analysis, economic studies, statistical reviews, legal analyses, historical studies, chronologies, and two-page fact sheets. Reports clearly define the issue in the legislative context. The basic requirements of these and other CRS written products are accuracy, balance, and utility. CRS analysts define and explain technical terms and concepts, frame the issues in understandable and relevant context, and provide appropriate, accurate, and valid quantitative data. A summary appears on the first page of each report. CRS reports are distributed upon request throughout the congressional community; some are published by committees to ensure broader distribution. Reports are updated as subsequent events occur for issues that are of ongoing interest to the Congress and withdrawn when they are no longer accurate or useful. Reports are available both in printed form and electronically on the CRS Web site. CRS produced 858 new report titles; 3,929 active reports (titles) were available at the end of the fiscal year.

All short reports—those of six pages or fewer—can be obtained by fax through the CRS Fax-on-Demand system.

Short and long reports can be obtained electronically through the CRS Web site. (See the heading “Electronically Accessible Products and Services” below).

Issue Briefs

Issue briefs, a unique CRS product, are concise briefing papers (16 pages maximum) on issues considered to be of major legislative importance to the Congress. Briefs are available both in printed form and digitally on the CRS Web site. They are updated as events unfold; the date on the cover of each issue brief is the CRS confirmation that the information contained therein is current as of the posted date. Briefs provide background information, contain the most recent developments, and analyze policy options for legislative issues. They frequently describe introduced bills and show the status of current legislation. In many issue briefs a chronology of key events is provided, and a short bibliography of additional references is listed. Briefs also contain a one-page summary of the issue. Emphasis is on timeliness and brevity. While analytical findings on an issue may be drawn, issue briefs, like other CRS products, do not make legislative policy recommendations. There were 38 new issue briefs initiated in FY2001; 154 active issue briefs were available at the end of the fiscal year.

Info Packs

Info packs are selected collections of printed background information and analysis composed of CRS reports and issue briefs, and selected excerpts from relevant external sources designed to provide general background on an issue and to enable congressional staff to answer constituent requests

conveniently. Three new info packs were developed, and 104 info pack titles were available at the end of the fiscal year.

Congressional Distribution Memoranda

These memoranda are prepared when the interest of a relatively small number of congressional readers (generally fewer than 50) is anticipated or when the transiency of the issue and the product makes its inclusion as an advertised CRS product inappropriate. Each bears a label distinguishing it from CRS confidential memoranda. If an issue becomes important to a larger congressional audience, the product may be recast as an issue brief or a CRS report, as appropriate.

Electronically Accessible Products and Services

CRS Web site

The CRS Web site provides 24-hour access to an array of CRS services including electronic access to selected products listed by legislative issue, full text of issue briefs and reports, a weekly "Floor Agenda," updates and analyses of the annual appropriations legislation, an interactive guide to the legislative process, online registration for CRS seminars, and complete information on other CRS services. The CRS Web site also offers links to a selection of other Internet sites providing public policy, legislative, legal, and quick reference information. In operation since the 104th Congress, the CRS Web site is accessible only to House and Senate offices and other legislative branch agencies.

Legislative Information System

At the beginning of the 105th Congress a new Legislative Information System (LIS) was available for the first time on

Capnet. The system provides Members of Congress and their staff with access to the most current and comprehensive legislative information available. It can be accessed only by the House and Senate and the legislative support agencies. The LIS has been developed under the policy direction of the Senate Committee on Rules and Administration and the House Committee on House Administration. It has been a collaborative project of the offices and agencies of the legislative branch, including the Secretary of the Senate and the Clerk of the House; House Information Resources and the Senate Sergeant at Arms; the Government Printing Office; the General Accounting Office; the Congressional Budget Office; the Congressional Research Service; and the Library of Congress. CRS has responsibility for the overall coordination of development of the retrieval system; the Library of Congress is responsible for its technical development and operation.

Floor Agenda

The Floor Agenda (previously named Legislative Alert), a weekly compendium of CRS products relevant to scheduled or expected floor action in the House and Senate, was available on the CRS Web site and through e-mail subscription to all Members, committees, subcommittees, and CRS staff. All CRS products listed on the Floor Agenda were linked for electronic delivery to subscriber desktops. The Floor Agenda page is one of the most popular pages on the CRS Web site. Individual subscribers to the CRS Floor Agenda listserv numbered over 950 at the end of the fiscal year, a number that does not reflect the congressional subscribers automatically forwarding the Floor Agenda through their offices at the time of receipt.

The CRS Web site provides 24-hour access to an array of CRS services including electronic access to selected products listed by legislative issue, full text of issue briefs and reports, a weekly “Floor Agenda,” updates and analyses of the annual appropriations legislation, an interactive guide to the legislative process, online registration for CRS seminars, and complete information on other CRS services.

CRS Programs Listserv

Launched in fiscal 2001, this e-mail notification system provides subscribers with information on current CRS programs, links to online registration forms, and descriptions of events. By the end of the fiscal year nearly 400 subscribers had self-subscribed to this service.

Electronic Briefing Books

These Web products bring together integrated research, information, analysis, key documents, and historical perspectives from a variety of sources on selected issues before the Congress. Designed to allow users to customize

their online research and provide an experience that could not be duplicated in a print environment, these unique CRS products allow the user to peruse a wealth of information, including a list of CRS expert contacts, relevant legislation, and policy options on selected issues, with regular updates. During FY2001 two new electronic briefing books were added, Agriculture Policy and the Farm Bill as well as Welfare Reform; two books were withdrawn, Y2K and Tobacco.

Fax-on-Demand

The CRS Fax-on-Demand system enables congressional and committee offices on Capitol Hill to order by phone selected CRS products, which are faxed directly to them. The system contains full text of all active short CRS reports (those with six or fewer pages) written since January 1993.

Responses to Individual Members and Committees

CRS also responds to individual Member and staff requests for custom services. Frequently this is done by CRS analysts in the form of confidential policy and legal analyses, usually in memorandum format; consultations in person or by phone; and briefings on virtually all legislative and policy issues, each tailored to address specific questions directed to CRS by requesting Members, committees, and staff.

Confidential Memoranda

Confidential memoranda are prepared to meet a specific congressional request, and are often designed to meet the needs of the congressional reader with a high level of expertise in a given topic. These memoranda are prepared for the use of the congressional requester and are not distributed further unless permission has been given. The memorandum format

is often used by CRS attorneys, for example, to respond to focused inquiries about the legal implications of statutory provisions, proposed legislation, or executive actions. CRS will also prepare “directed writing” that makes a case or incorporates the viewpoints or assumptions of the congressional requester for use in his or her own name. Such directed writing may not be cited as CRS analysis.

Individual Staff Briefings

Individual or group staff briefings constitute another form of tailored response to congressional inquiries. CRS staff provides in-person briefings to Members and committees on specific policy issues. These briefings, for example, might focus on bills in formulation, foreign or domestic public policy issues before the Congress, the legislative process, congressional office operations, committee matters, or general orientations to CRS.

CRS often responds to individual Member and staff requests for custom services with confidential policy and legal analyses, usually in memorandum format; consultations in person or by phone; and briefings on virtually all legislative and policy issues, each tailored to address specific questions from Members, committees, and staff.

Briefing Books

Briefing books may be prepared for use by congressional delegations traveling abroad and are collections of materials that support specific purposes of the trip. They may contain a variety of materials such as maps, selected products, such as CRS reports, and brief tailored written work, which can contain background and current issues regarding U.S. relations with specific countries on the trip, as well as questions Members might ask when meeting with government and other officials.

Telephone Responses

Telephone responses to inquiries are a vital element in the CRS information exchange with the Congress. CRS information specialists and analysts are directly accessible by phone; on a given day analysts will respond to numerous calls and provide information that may range from a statistic or a name to a short situation briefing or an interactive discussion analyzing alternatives for response to an issue. CRS goals in these instances are to provide expertise, ease of access, and personalized immediate response.

General Seminars and Briefings

In February 2001 CRS sponsored its twenty-third Public Policy Issues Institute (PPI). This four-day program provided comprehensive reviews of major issue areas expected to be legislatively active during the upcoming session of the Congress. CRS recorded 527 attendances by congressional staff at the PPI seminars this fiscal year.

The semiannual series of briefings by CRS attorneys on current legal issues of interest to the Congress, the “Federal Law Update” series, was presented in March and October. Other highlights of the year were the introductory legislative process institutes, advanced legislative process institute

series, and the District/State Staff Institutes. In FY2001 CRS held 142 seminars on public policy and the budget process and 17 introductory and advanced institutes on congressional processes. Member and staff attendance at these events was 4,753.

Throughout the year CRS conducted seminars for Members and staff on timely public policy issues. These seminars featured a combination of CRS and outside experts to explore various facets of an issue. Highlights of the year included public policy seminars on such topics as the peace process in the Middle East, the Agricultural Market Transition Act, Japan–U.S. cooperation on theater missile defense, and combating terrorism.

CRS held 50 briefings on CRS services for new congressional staff and 130 orientations on the Service and its functions for congressional interns. The briefings were given to 302 new professional staff and 3,505 interns.

Legislative Summaries, Digests, and Compilations

For 66 years the Bill Digest Section of CRS has had statutory responsibility for preparation of nonpartisan digests of all legislation. As a bill is amended, revised summaries reflecting the changes are also prepared. In addition, the Section identifies short and popular titles, identical bills, subject indexing terms, and citations to the Congressional Record for debates, texts of measures, and Member introductory remarks on measures. Bill Digest staff has made significant progress during the past year in building software tools to assist in analyzing, comparing, and indexing bill texts.

The information prepared by the CRS Bill Digest Section is available in an online legislative database that is accessible to the Congress on the CRS Web site and through the Legislation Information System (LIS).

For historical research, CRS also maintains similar legislative information from the current session of Congress back to the 93rd Congress (1973 through 2000).

Other Services

Audiovisual Products and Services

The CRS Technology Office's Application Development Section undertakes a broad range of projects in support of services to the Congress. During FY2001 the Section prepared a combined total of 19 new video and 7 audio tapes (6 of the latter originated as video programs); 36 video tapes and 19 audio tapes were available as of the end of the year. The Service distributed 200 copies of video tapes to

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congressional audiences and 240 copies of audio tapes to the CRS Product Distribution Center. Video and audio tapes on policy and legislative issues addressed in seminars and other briefings are available through the CRS Product Distribution Center. The Service plans to provide more of its audiovisual products and services on its Web site. During the year CRS broadcast its first Webcast, a seminar entitled "Domestic Politics in the Middle East and the Peace Process," live from CRS. By year's end one audio brief, "Combating Terrorism," and one video tape, "Response to Terrorism: Selected Legal Issues," were also available online. CRS regularly provides

two hours of television programming each weekday on channel 6 of the House and channel 5 of the Senate closed-circuit cable systems.

Language Support

Language Services staff in the Foreign Affairs, Defense, and Trade Division offers language support to the Congress through translations of technical documents, newsletters, speeches, and other materials. In-house staff offers translation into English from French, German, Greek, Italian, Latin, and Portuguese. For languages not covered in-house, special arrangements can be made for translations. Staff also assist with protocol in foreign languages, research, and other linguistic services. ■

CRS Organizational Structure

CRS has established an organizational structure that facilitates flexibility, responsiveness, and interdisciplinary cooperation. A high value is placed on direct interaction between CRS staff and congressional clients. The Director is assisted in the management of the Service by the Deputy Director and Associate Directors for Finance and Administration, Policy and Quality Assurance, Research Operations, Information Resources Management, and Workforce Development. These officials, together with the Assistant Directors representing the research divisions, comprise the Service's Research Policy Council (RPC).

The following descriptions of divisions and offices reflect the realigned components and their responsibilities.

Research Divisions

American Law Division

The American Law Division responds to congressional requests for legal analysis and information involving federal and state statutory and case law. The division's work spans the range of legal questions from constitutional questions of separation of powers and legislative-executive relations to inquiries arising out of federal, state, and international law. Analysis of litigation affecting the work of Congress and the congressional response to judicial developments also forms the basis of much of the division's work. Staff have expertise in fields such as constitutional law, congressional ethics, civil rights law, environmental law, criminal law, administrative law, and congressional practices and procedures. In addition, the division prepares *The Constitution of the United States of*

America—Analysis and Interpretation (popularly known as the *Constitution Annotated*).

Domestic Social Policy Division

The Domestic Social Policy Division provides research and analysis in the broad area of domestic social policies and programs. Analysts use multiple disciplines in their research, including program and legislative expertise, quantitative methodologies, and economic analysis. Issue and legislative areas include education and training, health care and medicine, social security, public and private pensions, welfare, nutrition, housing, immigration, civil rights, drug control, crime and criminal justice, labor and occupational safety, unemployment and workers compensation, and other issues related to children, persons with disabilities, the aged, the poor, veterans, and minorities.

Foreign Affairs, Defense, and Trade Division

The Foreign Affairs, Defense, and Trade Division is organized into seven regional and functional sections. Analysts follow worldwide political and economic developments including U.S. relations with individual countries and transnational issues such as terrorism, refugees, global economic problems, and global institutions such as the International Monetary Fund and the World Trade Organization. They also address U.S. foreign aid programs, strategies, and resource allocations; State Department budget and functions; international debt; public diplomacy; and legislation on foreign relations. Other work includes national security policy, military strategy, weapons systems,

military compensation, the defense budget, and U.S. military bases. Trade-related legislation, policies, and programs and U.S. trade performance and investment flows are covered, as are trade negotiations and agreements, export promotion, import regulations, tariffs, and trade policy functions.

Government and Finance Division

The Government and Finance Division responds to congressional requests for assistance on all aspects of the Congress: its budget and appropriations process, its legislative process, legislative branch agencies, and executive-legislative relations. Among the financial issues covered by the division are banking, insurance, and securities; taxation and public finance; fiscal and monetary policy; and macroeconomic analysis of such issues as saving, the balance of payments, and the interaction of taxes with interest rates. In addition, the division provides research on the organization and management of the executive branch; the Presidency and Vice Presidency; appointments and commissions; intergovernmental relations and state and local governments; District of Columbia; statehood and territories; economic development; survey research and public opinion polls; census, reapportionment, and redistricting; elections, lobbying, and political parties; U.S. and constitutional history; and information policy including archives, postal, and privacy issues.

Information Research Division

The Information Research Division responds to requests for information research and reference assistance. The division serves the Congress by extending research techniques beyond the limitations of traditional library tools by drawing on automated files, the wide range of the Internet, local and

state governments, private organizations and institutions, as well as the resources of the Library of Congress. Responses are presented in a number of different formats, including written reports, memoranda, tailored packets, info packs, and electronic files readily accessible through the CRS Web site. Staff in the congressional reading rooms and research centers provides telephone reference service and in-person consultation on resources and research strategies for congressional staff. The Product Distribution Center provides document delivery service for CRS products.

Resources, Science, and Industry

The Resources, Science, and Industry Division covers an array of legislative issues involving natural resources and environmental management, science and technology, and industry and infrastructure. Resources work includes policy analysis on public lands and other natural resources issues; environment; agriculture, food, and fisheries; and energy and minerals. Science coverage includes policy analysis on civilian and military research and development issues, information and telecommunications, space, earth sciences, and general science and technology. Support on industry issues includes policy analysis on transportation and transportation infrastructure issues; industrial market structure and regulation; and sector-specific industry analysis.

Offices

Office of Finance and Administration

The Office of Finance and Administration maintains oversight of the financial and administrative activities and programs of the Service; directs the fiscal operations of the Service, including appropriation requests and related budget estimates, budget execution, external contracting, fund-

raising, and procurement; and represents the Director in handling issues involving the Service's status, role, activities, and interaction with other Library entities in relevant areas of budget and administration.

Office of Information Resources Management

The Office of Information Resources Management develops and maintains information services that support both the Congress and CRS staff. These services include the congressional legislative information retrieval system (LIS), which provides access to a wide variety of products produced by CRS and other government sources, and the Bill Digest, an online legislative documentation database for the Congress that analyzes, summarizes, and tracks the status of congressional legislation. The office provides information support to CRS staff through its provision of library management, reference services, procurement of electronic and print resources, training in the use of electronic resources, and Intranet resource development. The Office also oversees the operation of the Information Resource Centers.

Office of Policy and Quality Assurance

The Office of Policy, through the Office of Review, the Office of Policy Implementation, and the Electronic Research Products Office, plans, develops, and coordinates matters relating to internal CRS policies, particularly as they affect the Service's relationships with congressional clients and other legislative support agencies; provides final CRS review and clearance of all CRS products; ensures that the Service complies with applicable guidelines and directives contained in the Reorganization Act, in statements by appropriations and oversight committees, and in Library regulations and CRS policy statements; and edits, produces, and distributes electronic CRS documents.

Office of Research Operations

The Office of Research Operations provides operational support for CRS research performed for the Congress. Within the Office, the Legislative Relations Office receives, assigns, and tracks congressional inquiries to the research divisions; works with the divisions to plan and carry out institutes, seminars, and briefings for Members, committees, and their staffs; and takes the lead in developing, strengthening, and implementing outreach to congressional offices. The Management Information Office within Research Operations records, tracks, and reports data on congressional inquiries and CRS responses, congressional use of the CRS Web site, and CRS product distribution. This Office also develops and refines systems designed to provide managers with statistical information needed to analyze subject coverage, client service, and the use of resources. The Technology Office builds and maintains the technology infrastructure of the Service as a whole, develops and applies new technologies to enhance CRS research capability and productivity, and develops and implements information technology (including the Internet) to enhance communication of CRS research to its clients.

Office of Workforce Development

The Office of Workforce Development administers the Service's recruitment, staffing, and workforce development programs, including succession planning, merit selection, and other employment programs, special recruitment programs, upward mobility programs, diversity efforts, mentoring, special recognition programs, training and travel, position classification, and performance management programs and activities. The Office represents the Director in issues involving the Service's status, role, activities, and interaction with other Library entities in relevant areas of human resources administration, management, and develop-

ment. Overall, the goal of the Office is to enhance the Service's ability to attract and retain the human resources talent it needs to respond to the dynamic research, analysis, and information needs of the Congress. ■

CRS Organizational Chart

<i>Director, Deputy Director (DIR)</i>	
<i>Office of Finance and Administration (FIN)</i>	<i>American Law Division (ALD)</i>
<i>Office of Information Resources Management (IRM)</i>	<i>Domestic Social Policy Division (DSP)</i>
<i>Office of Policy and Quality Assurance (PQA)</i>	<i>Foreign Affairs, Defense, and Trade Division (FDT)</i>
<i>Office of Research Operations (RSH)</i>	<i>Government and Finance Division (G&F)</i>
<i>Office of Workforce Development (WRK)</i>	<i>Information Research Division (INF)</i>
	<i>Resources, Science, and Industry Division (RSI)</i>



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